



WELCOME

Welcome to another SCIP Newsletter.

While it seems not long ago that we provided our last edition, in reality it has been nearly a year and so I apologize for the delay in putting this together. A number of significant developments are documented here.

One of the most important of these is the start-up of a new Wellington Habilitation service for Children. At the moment the service will be available to a small number of recipients providing Habilitation services only. Subject to funding we hope to extend these services to other groups, as well as the possibility of providing Audiology services.

The Wellington service is our first venture in to the regions. We hope that this experience will help facilitate other regional services. Unfortunately we cannot launch regional services in all areas (and certainly not all at once) however we believe this is a good first step and the lessons learnt here can be applied to any and all outreach services.

We have had further staff changes and these are detailed here. Additionally we have changed our email addresses and have also added a mobile/cell number for people who wish to communicate with us via SMS texts.

Our Loud Shirt Day fundraiser, held in September of last year, was a huge success and raised in excess of \$37,700 dollars for paediatric Habilitation services. Thanks go out to all those who took part and donated on the day.

In this edition we provide details of the results of our Patient Survey This has provided us some valuable feedback that gives us things to improve on in a number of areas in the coming year.

With recent announcements of increases to our funding we provide here an overview of our sources of funding, generally, to place the recent announcements in context.

We hope you find this Newsletter useful and informative.

Kind regards
Neil Heslop
General Manager

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Since our last Newsletter we have had a number of changes in staff; details of which are posted here.



Staff

Rehabilitation Position—Penny Monteath and Nikki Cleine

We welcome Nikki Cleine who began in the last week of December 2012 as our new Rehabilitationist. Nikki currently works 3 days per week and for the most part this will be Mondays, Wednesdays, and Thursdays. Nikki, like Penny Monteath, is a cochlear implant recipient and so brings personal experience and first-hand knowledge to the role.

Penny Monteath has stepped aside from work with clients for the present time but remains involved with the programme. Penny is instead working on a casual basis supporting Nikki in her new role, while also working on other Rehabilitation projects.

Tui Brewster

Tui is our new Finance Administrator and joined us in November 2012. Tui will be responsible for implementing changes to our Finance systems that will make it easier to manage day-to-day running of the clinic (including both our accounts and contract services) as well as assisting with forward planning. Tui has experience in a not-for-profit role and joins us from Canterbury Netball.

Lisa Fawcett

Lisa joins us to take up the position of Habilitationist in our new Wellington Paediatric Service. Lisa is a qualified speech-language therapist with experience both locally and overseas. She takes up the role having recent experience in the Hutt Valley and so is familiar with the education services in the region.

Under the terms of our existing agreement Lisa is employed by van Asch Deaf Education Centre.

Beth Kempen

Beth resumed her role as Audiologist in September 2012 after illness.



From February 2013 the Programme will begin operating rooms in Lower Hutt. The rooms have been set up for the purpose of providing a paediatric Habilitation service, only. Initially the service will be available to approximately 30 children based in the Wellington, Hutt Valley, Kapiti, and Wairarapa areas.

The rooms do not, at this stage, provide for Audiology, spare parts, batteries, or repair services. These will still be provided by the programme out of its Christchurch office. The service is funded largely by Ministry of Education money and so at this stage services are not available for adult clients.

We are pleased to welcome **Lisa Fawcett**, Speech Language Therapist, to the newly established position of Habilitationist based in the Wellington region. Lisa gained her qualifications in Speech Language Therapy in the United Kingdom and worked there before moving to New Zealand and working for the Ministry of Education four years ago. Lisa will be based in the Lower Hutt office and can be contacted as follows:

Southern Cochlear Implant Programme – Wellington Office

Level 2

65 Waterloo Rd

Lower Hutt 5010

Ph: 04 5899853

FAX: 04 5899854

Email: lfawcett154@vanasch.school.nz

Services provided by Lisa will be clinic based, home based, or at school/preschool.

Lisa will make contact with each family. She will arrange with you the most suitable time and place to meet each child, and to establish habilitation based on individual needs. She will liaise with local service providers – Advisers on Deaf Children and Resource Teachers of the Deaf.

Lisa is part of the Habilitation team and will liaise regularly with Christchurch-based habilitationists.

If you have any questions, please do not hesitate to contact us.





2013

*Wellington Cochlear Implant Users and
Parents Get Together*

Do you live in the Wellington region? Do you or your child(ren) have cochlear implants? **Then we want to see you at this event.**

This year we are organizing some special guest speakers. These speakers will be announced over the next few weeks and hopefully will include a real surprise! They will do a short presentation before dinner.

We would really like to see every CI user and family in the Wellington region come along. Its a great chance to meet other CI users, encourage one another and enjoy some yummy food together.

We will wrap the evening up around 7pm for families with children.

Where: Onslow Community Church Hall, 4 Ngatoto St, Ngaio, Wellington

When: 4pm-7pm Saturday 16th March 2013

RSVP to: symgardiner@gmail.com with the number of people attending (so we can arrange plates etc) by Wed 13th March



Facebook Page

For those that don't know we have a Facebook page for patients and families. The Facebook page is a "closed" group and can be found at:

<http://www.facebook.com/groups/scip.paed/>

Recipients and families from the Southern region may apply to join; this is then approved by an Administrator at the programme.

We encourage people to join the Facebook page. It is an opportunity for the programme to keep people informed about changes and happenings in the programme. It is also an opportunity for recipients to connect with others in a similar situation. Many patients have told us that they have found out the page invaluable.

The Facebook page has been operating since the February 2011 earthquakes and has increased in size to the point where there are over 220 members.

Newsletters and Future Communications

The success of the Facebook page has meant a re-think in the way in which we plan to keep people up-to-date with programme information. In future, Newsletters and indeed other information and general communications from the programme are likely to be communicated electronically via Facebook, our web-site, and other means such as e-mail and text. We are also making increasing use of other technology such as Skype.

The use of electronic and social media makes it easier and quicker for use to keep people informed and at a lower overall cost.

Web-Site

Our web-site <http://www.scip.co.nz> is currently unavailable. It has been subject to attack from hackers and so taken off-line. At this point we are reviewing the design and features of the web-site and it is likely that when it is back up and running again that it will assume a different format with added features. We'll keep people informed as and when this becomes available.





CI512 Recall

Recipients of the CI512 cochlear implant should now all be aware of the recall notice issued by Cochlear Limited in September 2011. If you have received a letter about the recall notice please contact us.

We will try and keep people informed of any new developments in this area as soon as they are made available by Cochlear Limited.

To date we have had 3 failures of the CI512 device, all of whom are adults. We have 29 adults and 20 children with this device.

Patient Survey

In August of 2012 we conducted a patient survey. The survey was posted on our Facebook page and e-mailed to people we had current e-mail addresses for. The remainder of those had details of the survey mailed to them.

The survey was completed by 159 of approximately 500 potential respondents which is a return rate of 31%. This appears low but is nevertheless typical for a survey of this type.

The results of the survey were professionally analyzed and are now available for viewing—it is unfortunately too large to include here. The result of the survey is available in both summary and complete forms. The survey has been uploaded to our Facebook page. It is also available on request by e-mailing:

neil.heslop@scip.co.nz

The results of the survey provide us some areas to work on and these will be addressed in the coming year. There have been suggestions for ways to improve the way the survey has been designed and delivered and these will be taken on board as well. We plan to make patient surveys a regular part of our service.





In recent months there have been announcements from Government about increases in funding, particularly increases in funding for adults.

In order to put these announcements into context, below we provide details of our sources of funding and other waiting list information.

Referrals and Assessments

On average we receive 7-8 new referrals each month, the majority being adults. This means we assess anything up to 100 people per annum. As a result of these numbers our current wait for assessment for most adults is in the order of 6-9 months.

Waiting Lists

At present there is no waiting time for children requiring a cochlear implant. With the provision of additional money announced by the Ministry of Health our adult waiting list is as follows:

0-6 months	29
6-12 months	19
12-24 months	18

Funding Lines

We receive funding for implants in a number of areas:

Base Adult Implants

10 per annum

Base Paediatric Implants

15

UNHSEIP*

8

*Newborn screening

One-Off Funds

In 2012/13 we have been given one-off funds in 2 amounts of \$650,000 each, totaling \$1.3 million. This provides for an additional 20 implants for adults (included in the figures above), with the same amount in upgrade speech processors for children as well as adults.

Speech Processor Upgrades

All publicly funded patients have replacement speech processors funded. Speech processors are generally replaced only once they become unserviceable which at present is in the order of 7-8 years.

There are no funds specifically for speech processor upgrades but these are instead provided through management of other funds plus the addition of Ministry of Health funds from time-to-time.



Late in 2012 the programme upgraded its computer system and this has resulted in a change in email address for all staff. The old email addresses are no longer supported and so people should change the address books on their own email system. Generally speaking the change involves a new format as follows:

firstname.lastname@scip.co.nz

VADEC staff not employed by the programme but who are based at Milford Chambers have also had changes in their email addresses as well.

A summary of the changes is listed below.

SCIP Staff		Old E-mail Address	New E-mail Address
Neil Heslop	General Manager	neilheslop_scipa@xtra.co.nz	neil.heslop@scip.co.nz
Naomi Gibson	Audiologist	naomigibson_scipa@xtra.co.nz	naomi.gibson@scip.co.nz
Shirley Marshall	Audiologist	shirleymarshall_scipa@xtra.co.nz	shirley.marshall@scip.co.nz
Leonard Healy	Audiologist	leonardhealy_scipa@xtra.co.nz	leonard.healy@scip.co.nz
Beth Kempen	Audiologist	bethkempen_scipa@xtra.co.nz	beth.kempen@scip.co.nz
Nikki Cleine	Rehabilitationist	-	nikki.cleine@scip.co.nz
Rosie Giblin	Receptionist	scipa@xtra.co.nz	reception@scip.co.nz
Helen Landrebe	Receptionist	scipa@xtra.co.nz	reception@scip.co.nz
Pauline Haggerty	Clinical Coordinator	shctrust@xtra.co.nz	pauine.haggerty@scip.co.nz
Tui Brewster	Finance	-	tui.brewster@scip.co.nz
VADEC Staff			
Jill Mustard	Habilitationist	jmustard@vanasch.school.nz	jmustard88@vanasch.school.nz
Joanne Lake	Habilitationist	jlake@vanasch.school.nz	jlake69@vanasch.school.nz
Megan Chinnery	Habilitationist	mchinnery@vanasch.school.nz	mchinnery25@vanasch.school.nz
Lisa Fawcett	Habilitationist	-	lfawcett154@vanasch.school.nz





Private Funding

Individuals who do not wish to wait on a public waiting list for either an assessment or, after assessment, a cochlear implant procedure are able to fund the assessment and/or implant procedures themselves.

Our Finance Administrator (Tui Brewster) can be contacted for the costs of private assessments and implant procedures.

Medic-Alert—Information for Patients

We'd like to draw to the attention of all cochlear implant recipients the MedicAlert system.

In certain situations (such as MRI) it will be necessary for a cochlear implant recipient to consult the programme here before undergoing some medical procedures. This includes such things as MRI and some types of surgery.

A MedicAlert bracelet may provide medical and other vital information that may be relevant in an emergency.

While the MedicAlert system is not publicly funded recipients and families may wish to consider this in their own interests.

Further information is available here:

<https://www.medicalert.co.nz/>

As a general rule if you as a recipient are undergoing any medical procedure then please contact the programme at the earliest opportunity for the relevant advice.

At the time of referral and assessment we provide people a copy of the British Cochlear Implant Group (BCIG) Guidelines on Cochlear Implant Safety. A copy can be sourced online here:

<http://www.bcig.org.uk/site/public/current/safety.htm>





We are pleased to announce that the funds raised by Loud Shirt Day 2012 and which accrue to the Southern Cochlear Implant Programme came to \$37,734 this year. In previous years we have typically raised \$20,000 so this year's event is a significant increase.

This is a fantastic result and we are extremely grateful to everyone and anyone who donated to this cause.

In keeping with the philosophy and intent of the Loud Shirt Day fundraiser, all funds are to be directed towards Habilitation services for children.

As and when we allocate the money for Habilitation projects we will let people know how the money is spent.

Insurance

We would like to draw to peoples' attention that you or your child's speech processor must be insured against loss, theft, or damage other than through normal wear and tear.

Speech processors are warranted for normal use for 5 years but in the event of damage through inappropriate use (e.g. use in water) then this warranty does not apply and any repair or replacement cost is at the expense of the recipient.

Currently the standard out-of-warranty repair charge is \$425+GST. A replacement processor (depending on supplier) is in the order of \$10-12,000 dollars.

At the time of switch-on recipients and their families are provided with a letter for their insurance company. For those that for whatever reason do not have their speech processor insured, any replacement processor provided by the programme here will in all likelihood be a second-hand and older generation speech processor, if at all.





Bay Audiology Battery Recycling Scheme

Bay Audiology are a national chain of hearing aid clinics. They have recently implemented a battery recycling scheme across all their clinics.

Proceeds from this scheme are passed on to the Northern and Southern Cochlear Implant Programmes.

We are naturally encouraging people to use this service as it benefits our programme. The proceeds from this scheme will go straight back in to clinical services.

For every kilogram of cochlear implant zinc air batteries recycled, \$1 is donated to the cochlear implant programmes.

If visiting our service please ask for one of the Bay Audiology recycling boxes. Those with full boxes can also return them to the clinic here.

Please do not hesitate to ask any questions about this scheme.



Cochlear Limited Aqua Accessory

Late in 2012 Cochlear Limited announced a new “Aqua accessory” product (<http://www.cochlear.com/wps/wcm/connect/au/home/discover/cochlear-implants/water-proof-option>). This product has been released for the purpose of using a CP810 speech processor in water.

We would like to bring to peoples’ attention that the Aqua Accessory:

- Is only designed for CP810 speech processors
- Is not designed for use with other speech processor products
- Damage caused by use of the Aqua Accessory in other than a CP810 is not covered by warranty and any repair or replacement costs would need to be borne by the recipient or their family.



Hear now. And always



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